

Frequently Asked Questions

Wouldn't it be nice to know the questions you'll be asked in an interview? We don't know exactly what you'll be asked, but these questions are frequently asked in interviews.

Each supervisor or interview panel develops questions related to the job, so it is impossible to predict them exactly. The questions below are similar to questions you may be asked.

These questions will help you think about what the interviewer is interested in discovering about you. If you practice answering these questions, you'll be well prepared, even if the questions you're asked are different.

❶ Tell me about yourself.

Often a general question like this starts the interview. Focus on your skills and interest in the job, giving a brief overview of your work history. Don't discuss personal or family information.

❷ Tell me about a time when you achieved more than was expected.

The interviewer wants to know about your work habits and commitment. How have you shown initiative in the past? Select a goal and explain how you achieved it.

Outline

- ❶ Tell me about yourself
- ❷ Tell me about a time when...
- ❸ Give an example of ...
- ❹ Describe a situation when...
- ❺ What did you like about your last job?
- ❻ Where do you see yourself in 5 years?

③ Give an example of a time when you had to work under pressure. The questioner wants to know how you handle stress and deadlines. What do you consider stressful? Describe a situation where the pressure was related to deadlines rather than personalities. Talk about ways you keep yourself calm.

④ Describe a situation when you analyzed a problem and arrived at a solution. The interviewer wants to find out about your decision-making skills. Did you use a systematic approach or intuition? Choose a problem that you analyzed and describe how you solved it.

⑤ Tell me about a time when you dealt with an angry customer. How do you react to angry people? Can you calm other people? Do you do everything you can to make sure customers walk away happy? Talk about a successful situation—a time when you calmed an angry customer and resolved the problem.

⑥ What did you like best about your last job? Talk about tasks or situations in that job that are similar to this one. Give an example of a situation that you handled well.

⑦ Where do you see yourself in five years? The interviewer wants to know if you set goals and plan to keep learning. Talk about skills you can learn in this job.